

**Second Regular Session
Seventy-second General Assembly
STATE OF COLORADO**

PREAMENDED

*This Unofficial Version Includes Committee
Amendments Not Yet Adopted on Second Reading*

LLS NO. 20-0762.01 Brita Darling x2241

HOUSE BILL 20-1197

HOUSE SPONSORSHIP

Snyder and Rich, Bird, Cutter, Exum, Landgraf, Larson, Liston, Soper

SENATE SPONSORSHIP

Bridges,

House Committees

Public Health Care & Human Services
Appropriations

Senate Committees

A BILL FOR AN ACT

101 **CONCERNING THE STATEWIDE COMMUNICATION SYSTEM FOR**
102 **REFERRAL TO ESSENTIAL SERVICES, AND, IN CONNECTION**
103 **THEREWITH, MAKING AN APPROPRIATION.**

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

The bill amends with relocated provisions the human services referral service authorized by the Colorado 2-1-1 collaborative to provide assistance through the dissemination of information to residents of Colorado about applicable programs and services provided by government, private, nonprofit, and faith-based organizations and local

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
Capital letters or bold & italic numbers indicate new material to be added to existing statute.
Dashes through the words indicate deletions from existing statute.

1 THE PUBLIC UTILITIES COMMISSION ASSIGNED THE 2-1-1 DIAL CODE TO THE
2 COLORADO 2-1-1 COLLABORATIVE. The 2-1-1 human services referral
3 service is dedicated to providing individuals and families with referral
4 information to obtain nonemergency services such as food assistance,
5 shelter, job assistance, and low-cost health care, for those in need. Due to
6 the importance of the human services referral system and the need to
7 assure that this system is enabled in all areas of the state of Colorado, the
8 general assembly hereby finds and declares that ~~the human~~ THE 2-1-1
9 HUMAN services referral service providers should receive protection of
10 immunity that is similar to the protection afforded to the 9-1-1 emergency
11 service.

12 **29-11-202. Definitions.** For purposes of this part 2, unless the
13 context otherwise requires:

14 (1) "Colorado 2-1-1 collaborative" means the group authorized by
15 the public utilities commission to establish the provision of human
16 services referral services in the state of Colorado.

17 (2) "DEPARTMENT" MEANS THE DEPARTMENT OF HUMAN SERVICES
18 CREATED IN SECTION 26-1-105.

19 ~~(2)~~(3) "Human services referral service provider" means ~~a service~~
20 AN ENTITY that is authorized by the Colorado 2-1-1 collaborative to
21 provide health and human services referral information.

22 **29-11-203. Human services referral service - creation -**
23 **contract - duties - funding.** (1) THE DEPARTMENT SHALL PROVIDE AN
24 ANNUAL GRANT TO THE COLORADO 2-1-1 COLLABORATIVE TO PROVIDE
25 HUMAN SERVICES REFERRAL SERVICES TO RESIDENTS OF COLORADO
26 THROUGH THE DISSEMINATION OF INFORMATION ABOUT APPLICABLE
27 PROGRAMS AND SERVICES PROVIDED BY GOVERNMENTAL, NONPROFIT, AND

1 FAITH-BASED ORGANIZATIONS AND BY LOCAL COMMUNITIES. THE ANNUAL
2 GRANT IS FOR THE DEVELOPMENT, IMPLEMENTATION, OPERATION, AND
3 SUPPORT OF THE STATEWIDE HUMAN SERVICES REFERRAL SERVICE.
4 STATEWIDE HUMAN SERVICES REFERRAL SERVICES DESCRIBED IN THIS
5 PART 2 DO NOT INCLUDE THE OPERATION OF THE STATEWIDE CHILD ABUSE
6 REPORTING HOTLINE SYSTEM ESTABLISHED IN SECTION 26-5-111 OR THE
7 REPORTING HOTLINE FOR ADULT PROTECTIVE SERVICES REFERRALS.

8 (2) ONE OR MORE OF THE FOLLOWING HUMAN SERVICES REFERRAL
9 SERVICES SHALL BE PROVIDED THROUGH THE COLORADO 2-1-1
10 COLLABORATIVE:

11 (a) A STATEWIDE REFERRAL SYSTEM THAT SERVES AND IS
12 AVAILABLE TO ALL CONSTITUENTS IN COLORADO, PROVIDING
13 BORDER-TO-BORDER COVERAGE THAT IS, AT A MINIMUM:

14 (I) STAFFED IN ACCORDANCE WITH THE OPERATIONAL HOURS OF
15 STATE GOVERNMENT OFFICES IN ORDER TO OFFER LIVE RESOURCES; AND

16 (II) AVAILABLE FOR SELF-SERVICE TWENTY-FOUR HOURS PER DAY,
17 SEVEN DAYS PER WEEK;

18 (b) PUBLIC ACCESS VIA A WEBSITE TO A COMPREHENSIVE
19 DATABASE OF NONEMERGENCY HEALTH AND HUMAN SERVICES PROGRAMS
20 AND SERVICES PROVIDED BY GOVERNMENTAL, NONPROFIT, AND
21 FAITH-BASED ORGANIZATIONS AND BY LOCAL COMMUNITIES THAT ARE
22 AVAILABLE TO RESIDENTS OF COLORADO;

23 (c) PUBLIC ACCESS TO THE STATEWIDE HUMAN SERVICES REFERRAL
24 SERVICE VIA TELEPHONE, TEXT, CHAT, AND E-MAIL;

25 (d) HELP TO COLORADANS IN FINDING VITAL SERVICES SUCH AS
26 EMERGENCY SHELTER, FOOD, AND RENTAL AND UTILITY ASSISTANCE; AND

27 (e) ACCESS TO TRAINED PROFESSIONALS TO PERFORM PROBLEM

1 ASSESSMENTS AND SERVICE NAVIGATION FROM EVERYDAY CONCERNS TO
2 MAJOR LIFE-CHANGING EVENTS, AND TO COLLECT INFORMATION FROM THE
3 CLIENT TO BETTER UNDERSTAND THE CLIENT'S SITUATION AND TO OFFER
4 APPROPRIATE REFERRALS TO AGENCIES THAT MAY HELP.

5 (3) THE COLORADO 2-1-1 COLLABORATIVE SHALL USE GRANT
6 MONEY AWARDED PURSUANT TO THIS SECTION FOR PLANNING, TRAINING,
7 STAFFING, TECHNOLOGY, ACCREDITATION, AND SYSTEM EVALUATION AND
8 FOR COLLECTING, ORGANIZING, AND MAINTAINING INFORMATION FROM
9 STATE AGENCIES, DEPARTMENTS, AND PROGRAMS THAT PROVIDE HUMAN
10 SERVICES FOR ACCESS BY THE HUMAN SERVICES REFERRAL SERVICE
11 PROVIDER.

12 (4) BEGINNING IN THE 2020-21 FISCAL YEAR, THE GENERAL
13 ASSEMBLY SHALL ANNUALLY APPROPRIATE TWO HUNDRED THOUSAND
14 DOLLARS FOR THE PROVISION OF SERVICES TO COLORADANS AS DESCRIBED
15 IN THIS PART 2.

16 **29-11-204. Reporting.** NOTWITHSTANDING SECTION 24-1-136
17 (11)(a)(I), THE DEPARTMENT SHALL REPORT ANNUALLY TO THE PUBLIC
18 HEALTH CARE AND HUMAN SERVICES COMMITTEE OF THE HOUSE OF
19 REPRESENTATIVES, OR ITS SUCCESSOR COMMITTEE, AND THE HEALTH AND
20 HUMAN SERVICES COMMITTEE OF THE SENATE, OR ITS SUCCESSOR
21 COMMITTEE, CONCERNING THE IMPLEMENTATION AND THE IMPACTS OF
22 THE HUMAN SERVICES REFERRAL SERVICE.

23 **29-11-205. [Formerly 29-11-203] Human services referral**
24 **service - immunity.** (1) ~~No~~ THE COLORADO 2-1-1 COLLABORATIVE, HUMAN
25 SERVICES REFERRAL SERVICE PROVIDER, OR EMPLOYEE, AGENT, OR FINANCIAL
26 SUPPORTER THEREOF ~~shall be~~ IS NOT LIABLE TO ANY PERSON OR ENTITY FOR ANY
27 DAMAGES IN A CIVIL ACTION FOR INJURIES, DEATH, OR LOSS TO PERSON OR PROPERTY

1 incurred as a result of any act or omission of the Colorado 2-1-1
2 collaborative, human services referral service provider, or any employee
3 or agent thereof in connection with developing, adopting, authorizing,
4 implementing, maintaining, enhancing, or operating a referral service
5 unless such damage or injury was intentionally caused by or resulted from
6 gross negligence of the Colorado 2-1-1 collaborative, human services
7 referral service provider, employee, agent, or financial supporter in
8 connection with the provision of human services referral service.

9 (2) ~~No~~ THE Colorado 2-1-1 collaborative, human services referral
10 service provider or employee, agent, or financial supporter thereof ~~shall~~
11 ~~be~~ IS NOT liable to any person or entity for infringement or invasion of the
12 right of privacy of any person caused or claimed to have been caused,
13 directly or indirectly, by any act or omission in connection with the
14 provision of human service referral information to any person or entity
15 unless the infringement or invasion of the right of privacy arose out of the
16 gross negligence or other wrongful and intentional act of the Colorado
17 2-1-1 collaborative, human services referral service provider, employee,
18 agent, or financial supporter thereof.

19 **SECTION 2. Appropriation.** For the 2020-21 state fiscal year,
20 \$200,000 is appropriated to the department of human services. This
21 appropriation is from the general fund. To implement this act, the
22 department may use this appropriation for the human services referral
23 service established pursuant to part 2 of article 11 of title 29, C.R.S.

24 **SECTION 3. Safety clause.** The general assembly hereby finds,
25 determines, and declares that this act is necessary for the immediate
26 preservation of the public peace, health, or safety.